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**QUARTERLY SERVICE QUALITY REPORT**  
**SOUTH CAROLINA OPERATIONS**

COMPANY NAME                      Alternative Phone, Inc.

QUARTER / YEAR                      2ND / 2011

	MONTH: <u>APR</u>	<u>MAY</u>	<u>JUN</u>
Number of Customer Access Lines	<u>49</u>	<u>45</u>	<u>50</u>
New Service Applications Held over 30 Days	<u>0</u>	<u>0</u>	<u>0</u>
Trouble Reports / Access Line (%)	<u>4.08%</u>	<u>2.04%</u>	<u>1.02%</u>
Customer Out of Service Clearing Times (%)	<u>100</u>	<u>100</u>	<u>100</u>
New Installs and Re-Installs Completed w/in 5 Days (%)	<u>100</u>	<u>100</u>	<u>100</u>
Commitments Fulfilled (%)	<u>100</u>	<u>100</u>	<u>100</u>
Number of Lifeline Customers	<u>38</u>	<u>35</u>	<u>40</u>

Comments / Explanations: \_\_\_\_\_  
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